

JUSTIFICATION
FOR AN EXCEPTION TO FAIR OPPORTUNITY

1. Contracting Activity: Department of Veterans Affairs (VA)
Office of Acquisition Operations
Technology Acquisition Center
23 Christopher Way
Eatontown, New Jersey 07724
2. Description of Action: The proposed action is for a Firm-Fixed-Price Delivery Order (DO) to be issued under the National Aeronautics and Space Administration (NASA) Solutions for Enterprise-Wide Procurements (SEWP) V Government Wide Acquisition Contract (GWAC) for the renewal of annual standard support for the brand-name SailPoint Technologies licenses supporting Roles and Compliance for the Identity and Access Management (IAM) Program.
3. Description of the Supplies or Services: The proposed action is for the renewal of annual standard support for the brand-name SailPoint Technologies IdentityIQ bundle, which includes IdentityIQ Governance Platform, IdentityIQ Compliance Manager, and IdentityIQ Lifecycle Manager. The SailPoint Technologies suite of products provides IAM the capability to gather and analyze access control information from operational systems, user repositories, model roles, and support enforcement of role and attribute-based policies for information technology (IT) systems. The annual standard support consists of phone support and remote online support, provided eight (8) hours per day, five (5) days per week, excluding Federal Holidays; access to software updates, security updates, patch fixes, and upgrades; and trouble ticket resolution for VA identified issues with the above stated licenses. The period of performance for the maintenance and support shall be 12-months from the date of award, with two 12-month option periods.
4. Statutory Authority: The statutory authority permitting an exception to fair opportunity is Section 41 U.S.C. 4106(c)(2) as implemented by the Federal Acquisition Regulation (FAR) Subpart 16.505(b)(2)(i)(B), entitled "Only one awardee is capable of providing the supplies or services required at the level of quality required because the supplies or services ordered are unique or highly specialized".
5. Rationale Supporting Use of Authority Cited Above: Based on extensive market research, as described on paragraph eight of this document, it was determined that limited competition is viable among authorized resellers of this brand name requirement. In September 2013, VA procured the IdentityIQ Governance Platform Perpetual License, IdentityIQ Compliance Manager Perpetual License (500k Active Users), and IdentityIQ Lifecycle Manager Perpetual License (500k Active Users) licenses with associated maintenance and support. These SailPoint licenses support the definition, analysis, management, and policy governance of roles and attributes for access control within VA, and for the IAM Access Services Program. The renewal of annual standard support is being requested to provide access to software updates, security updates, fix packs, upgrades, and trouble ticket resolution.

SailPoint IdentityIQ BundleRenewal Licenses

Only the Original Software Developer or an authorized reseller can provide the required support services, as the software code is proprietary. While other similar types of software are available, the required annual standard support cannot be provided by the firms identified in paragraph eight, as these firms can only provide maintenance for their own proprietary products, thereby not providing VA with the required support needed to allow the current deployed licenses to continue to function properly. Further, was support to be provided by any other source, it would invalidate the current licenses owned by VA.

6. Efforts to Obtain Competition: Market research was conducted, details of which are in the market research section of this document. It was determined that limited competition is viable among authorized resellers for this brand name effort. In accordance with FAR 5.301 and 16.505(b) (2), this action will be synopsized at award on the Federal Business Opportunities Page (FBO) and the justification will be made publicly available. In accordance with FAR 16.505(a)(4)(iii)(A), the justification will be posted with the request for solicitation on the NASA SEWP V GWAC.

7. Actions to Increase Competition: Although the Government is limiting competition as a result of specifying a brand name item, there are authorized resellers of the requested software licenses and maintenance on the NASA SEWP V GWAC. Finally, in order to remove or overcome barriers to competition in future acquisitions for this requirement, the agency will work with the program office to perform additional market research so that other solutions can be considered.

8. Market Research: The Government technical experts reviewed similar software from other providers such as CA Role and Compliance Manager, IBM Tivoli Identity Manager, and Oracle Identity Manager in June 2016. However, as stated above, these sources do not have access to the proprietary SailPoint IdentityIQ software code to provide the required annual standard support as stated in paragraph five.

Additional market research was conducted in June 2016, by releasing a Request for Information (RFI) on NASA SEWP and reviewing the NASA SEWP V Market Research Tool. It was determined that there are numerous NASA SEWP V GWAC holders that are authorized resellers of the required brand name SailPoint Technologies software annual standard support under North American Industry Classification System code 541519. Therefore, limited competition is anticipated for this requirement.

9. Other Facts: N/A